

JOB DESCRIPTION

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| Job title | Operations Manager |
| Sector/function | Mental Health |
| Department | Operations |
| Reports to | Regional Nursing and Operations Manager |
| Grade | 5 |

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| Job purpose | You will be responsible for the initial development and on-going leadership of the Stafford Mental Health Supported Living and Co production service. This is a unique opportunity to be involved in the implementation and development of this vital new service, for vulnerable people in Stafford with complex need and facing multiple disadvantage. |
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| Key accountabilities | Service delivery | <ul style="list-style-type: none"> Establish an innovative supported accommodation and outreach service that must be integrated and fully embedded into rough sleeper, mental health, and substance misuse pathways. Deploy highly-skilled resources at street level to develop relationships with rough sleepers and motivate them to access and engage with accommodation and support options. Lead a person-centric service that coordinates actions, communications, and requirements across a multi-agency support landscape for each person supported. Be resilient and non-judgemental when facing support setbacks and encourage others to be the same; understanding individual recovery pathways are unlikely to be linear. Manage a Housing First referral pathway and accommodation model and utilise this model to gradually increase levels of engagement, recovery, and independent living. Maintain holistic service and person-specific dynamic overviews of risk and risk mitigation actions. Inspire and champion a culture of possibility The Operations Manager will oversee the day to day running of both the bespoke accommodation service and the outreach service. |
| | Service and partnership development: | <ul style="list-style-type: none"> Develop relationships with existing services in the area to embed and enhance partnership working opportunities and facilitate access to services |

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| | | <ul style="list-style-type: none"> • Development of a sustainable and responsive co-production strategy |
| | People Management, training and mentoring | <ul style="list-style-type: none"> • To lead, manage, and motivate the team by: Using a participative style as the norm ensuring a culture is developed and sustained within the team that is conducive to team-working, continuous improvement and learning. · • Embed a culture of accountability and openness in which all team members feel valued and that their views and experiences are welcomed. · • Provide a source of leadership, advice and guidance to all members of the staff team. · • Coaching direct reports in appropriate management and motivation techniques to ensure the required culture is embedded across all strands of the team · • Ensure that all communication channels are open and that information flows up, down and across the team with appropriate access upwards · • Ensure a safe working and living environment for people supported and employed in the service. · • Develop a positive culture of ongoing training, development to ensure that all team members have the skills and competencies to deliver the outcomes of the service. · • Leading by example in participating in the performance management system, (OPR) and ensure it is embedded within the team and staff have the time to actively participate · • Ensure robust resource management processes, ensuring all staff structures are adequate to deliver quality standards, and participating in the recruitment process as required · • Ensure the appropriate application of HR policies and procedures - effectively manage the disciplinary, grievance and complaints processes, supporting other services where necessary · • Effectively managing sickness and other absence ensuring any underlying root causes are addressed · • Undertaking effective change management ensuring that robust consultation processes are utilised, that the required changes are achieved in a timely manner and that the results are monitored and evaluated. · • Taking responsibility for own self - development · • Delivering training as appropriate in own area of specialism |
| | Budgets and Finance | <p>To be responsible for the budget and expenditure, maximising full cost recovery and meet financial targets by</p> <ul style="list-style-type: none"> • Being accountable for achieving financial targets and reporting results within area of responsibility |

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| | | <ul style="list-style-type: none"> • Contributing to the preparation and management of the budget for area of responsibility • Ensuring financial reporting systems are maintained and used during monthly reviews, forecasting, • looking for cost savings and efficiencies, adhering to national procurement policies e.g. preferred supplier agreements for agency workers, stationery, travel and accommodation |
| | Health and Safety | <p>To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by:</p> <ul style="list-style-type: none"> • Ensuring a safe working environment for self and the team • Complying with all H&S policies and procedures including Serious Untoward Incidents and Accident reporting • To undertake risk assessment and risk management for individuals referred to support them • Ensuring implementation and regular review of the business continuity plan where appropriate • Ensuring staff take personal responsibility for their own and others safety e.g. vaccinations, eye sight tests, work place assessments • Ensuring staff comply with partner Health & Safety policies and procedures where appropriate |
| | Risk and assurance and compliance | <p>To ensure compliance with internal and external standards and codes of conduct by:-</p> <ul style="list-style-type: none"> • Meeting all regulatory requirements Complying with Turning Point's Code of Conduct, policies and procedures • Ensuring that systems are in place to manage and monitor health and safety, risk and disaster recovery, complying with organisational codes and frameworks as well as appropriate external standards. • Ensure the well-being of the individuals who use the services, employees and Turning Point's business interests by contributing to Mental health and Learning Disability risk registers and ensuring services in the area maintain and act upon service risk registers and business continuity plans. • Ensure escalation happens in a timely fashion to the appropriate individuals as per the escalation process |
| | Property Management | <ul style="list-style-type: none"> • To manage new and existing property requirements by: • Understanding lease requirements. • Overseeing housing management activity, maintenance and capital works. |

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| | | <ul style="list-style-type: none"> Ensuring compliance with all legal and regulatory requirements (including the Homes and Communities Agency) and escalating issues to line manager. Working in close conjunction with the property team to ensure accommodation requirements are fit for purpose now and in the future |
| | Organisational Values | <ul style="list-style-type: none"> To project the desired image of Turning Point by; Promoting the understanding of Turning Point's values and their application. Being a role model of Turning Point's values and ensuring they are demonstrated by all staff post holder is responsible for. |
| | Other responsibilities | <ul style="list-style-type: none"> To undertake other responsibilities reasonably requested by the line manager as appropriate to the area of responsibility, including involvement in special projects e.g. Personal technologies /Involvement/Recovery Transition/ Employment initiatives /New market entries Social enterprises |

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| Dimensions | Direct reports | Up to 8 |
| | Total staff overseen | Up to 8 |
| | Internal contacts | Other Senior Managers – mental health /substance misuse/ Involvement and co – production. Other senior manager peers/ teams Central support specialists Digital team |
| | External contacts | Commissioners / regulatory bodies/ Partners and agencies/ local councillor |
| | Problems solved | Ensuring effective staffing across services where there could be resource conflicts. Policy implementation and monitoring – guidelines will frequently be readily available but how they are implemented or monitored is not always defined. Maintaining viability at time of increasing financial pressures and eroding margins. Making decisions that balance operational/technical and commercial considerations. Representing TP positively and influencing commissioners so that we are the provider of choice and can transform our services to meet changing national and local agenda |

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| | Financial authority | Accountable for aggregated budgets of all services in the service |
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PERSON SPECIFICATION

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| Job title | Operations Manager |
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| Personal effectiveness | Essential | Desirable |
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| | <ul style="list-style-type: none"> ▪ An excellent communicator with the ability to engage, motivate and inspire a diverse range of people, including colleagues and people we support ▪ Confident and resilient, with the ability to work with and lead on aspects of the service development ▪ Able to build relationships with individuals we support and ensure that they are at the forefront of all decision-making ▪ Observant, detail orientated and able to monitor progress ▪ Flexible and able to engage with people with complex need. | |

| Technical effectiveness | Essential | Desirable |
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| | <ul style="list-style-type: none"> ▪ Fluent written and spoken English ▪ Basic numeracy and literacy skills ▪ Experience of managing your own time and projects | |

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| | <ul style="list-style-type: none"> ▪ Awareness of the limits of your own skills and ability to develop them ▪ Good IT skills ▪ Able to respect confidentiality even in difficult situations ▪ Able to identify and communicate risks ▪ Ability to work under pressure and meet deadlines | |
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| Acquired experience & qualifications | Essential | Desirable |
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| | <ul style="list-style-type: none"> ▪ experience of supported living homes for people open to homeless service, plus either mental health or substance misuse ▪ Experience of providing safeguarding leadership and guidance ▪ Ability to use Microsoft office applications to an intermediate standard | <ul style="list-style-type: none"> ▪ Experience of working as part of a multi-agency team with professionals across a broad range of disciplines ▪ Ideally you will have experience of supporting people open to mental health, substance misuse and homeless services |

| Other requirements | Essential | Desirable |
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| | <ul style="list-style-type: none"> ▪ A flexible approach to work. ▪ Able to maintain professional boundaries ▪ Able to participate in an on – call | |